

# EPSON Product Support Bulletin

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Date:	April 2, 2007	Originator:	VS
PSB #:	PSB.2007.04.001	Authorization:	Yes
Reference:	TI 06-0491 Rev.B	Total Pages:	2
Product(s):	Expression 10000XL/1640 XL/1680/1600/800/836 XL, Perfection 3490/3590/4490/V700/V750/V100/V350/1240U/1250/1260/1640/1650/1660/1670/2400/2480/2580/3170/3200/4180/4870/4990/640U/1200U/610, GT-2500/15000/30000 series scanners		
Subject:	Scanning Application Force Quits on Mac OS 10.4		

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This bulletin was created to inform you of an error that may occur when opening a TWAIN-compliant scanning application on a Macintosh computer running OS 10.4.

## **Description of Problem:**

When launching a Twain-compliant scanning application after deleting your Epson Scan driver with an Epson Scan uninstaller not compatible with your scanner model, the application will force quit during start-up. For example, using a Perfection 4490 driver uninstaller to delete a Perfection 3490 driver will cause your scanning application to suddenly close during start-up. This issue affects the following TWAIN-compliant applications:

EPSON Creativity Suite	When pressing the Scan button, the Scan Assistant force quits
Copy Utility	Force quits during start-up
Photo Impression	Force quits during start-up
Photoshop Elements	Force quits during start-up
Photoshop	Force quits during start-up
Photoshop CS2	Force quits during start-up

This issue can also occur under the following conditions:

- 1) Dragging the Epson Scan folder (located in the Applications folder) to the Trash can
- 2) Upgrading your scanner and using the Epson Scan driver from the new scanner to delete the driver from the older scanner, and then installing the new driver

## **Operating Systems Effected:**

Mac OS 10.4 to 10.4.9

## **Affected Epson Scan Driver Versions:**

2.70A or later

## **Correct Procedure for Deleting Epson Scan Driver:**

- Use the driver specifically written for your scanner model to uninstall the Epson Scan driver.
- If you have more than one Epson scanner model on your computer, use the driver specifically written for each scanner to uninstall its respective device driver.
- If upgrading from a Power PC-based Epson Scan driver to a Universal Binary driver, first delete the Power PC driver using only the Power PC driver for your scanner model. Then install the Universal Binary driver.

If the above procedure does not resolve the problem, then manually verify that the Epson Scan files and folders, listed below, have been deleted.

- EPSON Scan (in Applications Folder)
- EPSON\*\*\*\*\*.ds (\*\*\*\*\* = scanner model)--located in the Library / Image Capture / TWAIN Data Sources folder

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	2/2/2004	<b>Originator:</b>	RY
<b>PSB #:</b>	PSB.2004.02.004	<b>Authorization:</b>	<i>Kps</i> /DS
<b>Reference:</b>	TE03-389 Rev. A	<b>Total Pages:</b>	2
<b>Product(s):</b>	Expression 1600/1680/1640XL Series Scanners; Perfection 610/640/1200/1240/1250/1260/1640/1650/1660/1670/2400/2450/3170/3200 Series Scanners; Stylus CX5200/CX3200/CX5400 All-in-One Products		
<b>Subject:</b>	EPSON Scan TWAIN Ver. 1.28 for Mac OS 10.2 to 10.3		

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This bulletin was created to inform you of an updated Epson Scan Twain Driver (1.28A) for the following models: Perfection 610/640/1200/1240/1250/1260/1640/1650/1660/1670/2400/2450/3170/3200 series scanners, Stylus CX3200/CX5200/CX5400 multi-function devices, Expression 1600/1680/1640XL series scanners.

## **Reason:**

The new Epson Scan driver improves functionality when scanning in Mac OS 10.3. See the next section for the list of changes included in the new driver.

## **Driver Improvements:**

- Enables Epson Scan to start when the Scan button is pushed.
- Enables Epson Scan to start even if the volume name (Hard Disk) on the desktop is only 2 bytes (2 characters) in length.
- Eliminates the error "Epson scan cannot be started", which occurs when the USB cable is disconnected while Epson scan is loading.
- Corrects lock-up issues when using the Zoom tool in Epson Scan.
- Corrects functionality issues and mouse cursor lock-ups when using the Histogram Adjustment, Tone Correction and Image Adjustment tools or when clicking on each tool's Title bar.
- Prevents Epson Scan from unexpectedly quitting when scanning two or more times from PhotoShop with a Perfection 1250 scanner.
- Prevents Epson Scan from locking up when scanning from a Perfection 3200 scanner with a Firewire connection.
- Prevents Epson Scan from unexpectedly quitting when removing the Firewire cable from a Perfection 3200 scanner while Epson Scan is open.
- Prevents the Epson Scan Utility from freezing when using the Perfection 1250 or 1260 scanner.
- Enables Epson Scan to launch properly when scanning from an Expression 1680/ or 1640XL with a Firewire connection.

## **Limitations of new driver:**

- This driver does not support “Fast User Switching” in OS 10.3. This feature must be turned off before using Epson Scan.
- You may receive an error “Epson Scan cannot be started” when trying to scan from a Perfection 2450 that is connected to a USB 2.0 supported port. To avoid this error, use a Firewire connection or a USB 1.1 only supported port.
- Not all the scanner models on this list support Color Restoration and Dust Removal so these settings may be unavailable in Epson Scan.
- If experiencing unstable operation when scanning from a Perfection 1250 or 1260 scanner, restart your system.
- If the computer goes into “sleep mode” and this setting was enabled in the Apple Menu and you try to switch to a different mode after doing a preview scan in Photoshop, the Epson Scan driver will freeze. This does not happen if the computer goes into “sleep mode” after screen saver has started. To avoid lock-ups, change the scanning mode before the computer goes into “sleep mode” or re-launch Epson Scan after the computer wakes up and then change modes.
- After scanning with the Perfection 1250, if you then close Epson Scan and disconnect the USB cable, a scanner model selection dialog box may appear on the screen. Click “No” and the box closes. You can scan normally afterwards.

## **Action:**

The new driver is available on the Epson web site. Go to [www.epson.com](http://www.epson.com) and click on Drivers & Downloads. Select your scanner model. On the Downloads page look for TWAIN Driver and Epson Scan Utility v.1.28A in the Macintosh section.

## **To Install Epson Scan 1.28A:**

1. Launch the EPSON Scan Installer and follow the on screen instructions.
2. After the TWAIN has been installed, connect the USB or Firewire interface cable from the scanner to the computer.

## **To Uninstall Epson Scan 1.28A:**

1. Disconnect the USB interface cable from the scanner.
2. Launch the EPSON Scan Installer.
3. Open the drop-down menu where you see “Easy Install” and select “Uninstall”.
4. Click the Uninstall button.

# EPSON Product Support Bulletin

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<b>Date:</b>	04/30/2003	<b>Originator:</b>	VS
<b>PSB #:</b>	PSB.2003.05.008	<b>Authorization:</b>	<i>WPS</i>
<b>Reference:</b>	N/A	<b>Total Pages:</b>	3
<b>Product(s):</b>	Perfection 1240/1250/1640/1650/1260/1660/2400/2450		
<b>Subject:</b>	Installing Smart Panel on a drive other than "C:"		

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This bulletin was created to inform you of a procedure for installing Smart Panel on drives other than "C:".

**Description:**

Smart Panel will install on Drive C: by default. The procedure for specifying a different drive isn't immediately apparent.

**Solution:**

The following steps will allow most of Smart Panel to install on a different drive letter other than the default. The Epson Twain and Scan to Web programs will only install on drive C:\.

- 01) Using "Auto Run" let the installation start, then "Cancel" the installation at the program selection screen.
- 02) Using Windows Explorer, locate the Epson CD, open the "Installers" folder
- 03) Open the "SPANEL" folder found in the Installers folder
- 03) Open the "American" folder found in the "SPANEL" folder, and double-click on the "Setup" file with the "Monitor/computer" icon
- 04) Advance through the "Agreement" screens
- 05) At the "Choose Designation Location" screen click on "Browse" (See example on next page)

## Choose Destination Location



Setup will install Smart Panel in the following folder.

To install to this folder, click Next.

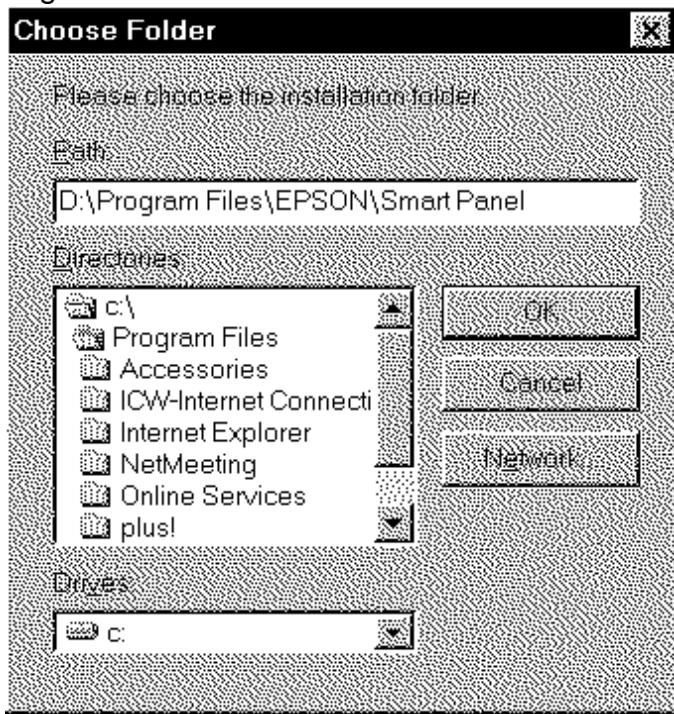
To install to a different folder, click Browse and select another folder.

You can choose not to install Smart Panel by clicking Cancel to exit Setup.

Destination Folder

C:\Program Files\EPSON\Smart Panel

06) Click on the "Path Line" and using the back arrow back up the cursor to the drive letter and change it to the desired "drive" letter.



07) Click on "OK"

08) For the message to create the necessary folders, click "YES"

09) Click "Next"

10) Continue with "installation"

11) Follow steps 5 through 9 for "Copy Utility" installation

12) Follow steps 5 through 9 for any other Smart Panel applet to be installed

13) If Epson Twain has not been installed, go to "Twain 5.x" and run disk 1

14) Restart system and test the software with the scanner

# EPSON PRODUCT SUPPORT BULLETIN

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Date:	4/30/2003	Originator:	VS
PSB #:	PSB.2003.05.006	Authorization:	<i>WPS</i>
Reference:	N/A	Total Pages:	1
Product(s):	Perfection 1240/1250/1640/1650/1260/1660/2400/2450		
Subject:	Making Adjustments in Epson Twain 5.X.X		

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This bulletin was created to inform you of a procedure for making adjustments in Epson Twain 5.X.X

## Description:

**01) When using the TPU (transparency adapter) in manual mode or auto mode the scanned image is not correctly detected.**

**02) The scanned TPU image has a color cast to it.**

## Solution:

**01) If Epson twain is in full auto mode:**

- a) Click "Cancel" and then "Manual" to get into manual mode.
- b) Click on the "Configuration tab"
- c) Remove the check mark or dot from "Auto Thumbnail" option.
  - i. This will allow "manual" selection for the TPU type of film.
  - ii. This will allow "manual" marquees.

**02) If the scanned TPU image has a color cast:**

- a) Marquee the image making sure none of the border of the film strip/slide is included.
- b) Do a magnified preview of the marquee to verify border.
- c) Using the "tools" bar (color wheel, wench and screwdriver) make final adjustments to the image.
  - i. Click on "Settings" and clear "User Defined" and give these settings a name (e.g. "positive film").
  - ii. When scanning similar images in the future, this new color correction can be selected from the "Settings" option.

# EPSON PRODUCT SUPPORT BULLETIN

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**Date:** 05/08/2003 **Originator:** TC  
**PSB #:** 2003.05.003 **Authorization:** *Vas*  
**Reference:** N/A **Total Pages:** 1  
**Product(s):** Perfection 610/640/1240U/1640SU/1250/1650/1260/1660/2400/2450, Stylus CX3200 and Stylus CX5200  
**Subject:** Epson TWAIN v. 5.75A for Apple Macintosh OS X 10.2 and Image Capture

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This bulletin was created to inform you of an issue that can occur when using the Epson TWAIN driver (v. 5.75A) in Apple's Image Capture utility on a Macintosh computer running OS X v.10.2 to v.10.2.4.

**Reason:**

After completing a scan with the Epson TWAIN driver, Image Capture may suddenly crash. The problem appears to be isolated to Image Capture and does NOT occur in Adobe Photoshop 7, Photoshop Elements 2.0 or other TWAIN-compliant applications.

**Note:** "Image Capture" and "Preview" are stand-alone application utilities built into OS X.

**Steps to Reproduce:**

1. Launch Image Capture. Open Preferences, Under "Scanner Preferences" check the box for "Use TWAIN software whenever possible".
2. Quit Image Capture to save the setting.
3. Re-launch Image Capture.
4. Click Scan.
5. Click Cancel in the Epson TWAIN Full-Auto mode window.
6. Click "Manual Mode" to change to the Epson TWAIN Manual mode user interface window.
7. Without making a selection in the preview window, click the "Scan" button in the TWAIN window, and wait for the scan to complete.

**Note:** After acquiring an image, Image Capture automatically opens the "Preview" application to view the image.

8. Notice that Image Capture crashes after sending the resulting scanned image to the "Preview" application.

**Solution and Workarounds:**

Choose from any of the solutions listed below.

1. In the Preferences settings for Image Capture, do NOT check the box for "Use TWAIN software whenever possible".
2. If using the Epson TWAIN in Manual mode, drag a selection box around the area you want to scan in the preview window before scanning.
3. Use Adobe Photoshop 7, Photoshop Elements 2.0 or other TWAIN-compliant applications instead of Image Capture.
4. Upgrade your MAC OS X to 10.2.5 or higher.

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	04/01/2003	<b>Originator:</b>	TC
<b>PSB #:</b>	PSB.2003.04.003	<b>Authorization:</b>	Kas
<b>Reference:</b>	N/A	<b>Total Pages:</b>	2
<b>Product(s):</b>	All EPSON Scanners		
<b>Subject:</b>	Windows™ and Macintosh® Operating System requirements for USB 1.1/2.0 and IEEE-1394/FireWire® Interface connectivity		

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This bulletin was created to inform customers of EPSON America's support policy regarding Windows™ and Macintosh® operating system requirements for USB 1.1/2.0 and IEEE-1394/FireWire® interface connectivity.

## **Reason:**

Currently, there are many add-in USB 2.0 and IEEE-1394 connection host adapter products on the market that include drivers for Windows and Macintosh OS that did not originally support specific interfaces. Epson has released several scanner products with built-in USB 2.0 and/or IEEE-1394 (FireWire) ports. This document provides a guideline on EPSON America's support policy on the various operating systems and the interface connections they support. EPSON technical support representatives will only be able to support customers who have Epson products that are configured in accordance with the operating system requirements outlined here and in the product's documentation. Epson customers experiencing problems on an Epson product connected to an add-in USB 2.0 or IEEE-1394 interface that does not meet the minimum system requirements will be asked to contact the interface product vendor or computer manufacturer for technical support.

This document is not model specific. It does not include other important system requirements required to determine product compatibility on a user's computer. To determine product support compatibility, please refer to the specific scanner's minimum system requirements found on the outside of the product box, or visit Epson's web site at [www.epson.com](http://www.epson.com).

The guidelines below were compiled from Microsoft's and Apple's Support websites and their published system requirements for supported interface connectivity. For more information on Windows and Macintosh Interface support please refer to Microsoft's online Knowledge base at [www.microsoft.com](http://www.microsoft.com) or Apple's web site at [www.apple.com](http://www.apple.com). For information on add-in 3<sup>rd</sup> party interface products please refer to the vendor's documentation or product support web site.

## **Windows**

**USB 1.1:** Full version Microsoft Windows 98/98 Second Edition, Windows Me, Windows 2000 or Windows XP or Upgrade from a full version of Windows 98/98SE, Me, 2000

**IEEE-1394 (FireWire):** Full versions of Windows Me/2000/XP, or upgrade from a full version of Windows 98/98SE. Host computer must have an OHCI compliant IEEE-1394-1995 card or port installed.

**USB 2.0 Hi-Speed:** Full versions of Windows XP or upgrade from a full version of Windows 98/98SE, Me, 2000. Host computer must have an EHCI compliant USB 2.0 Hi-Speed card or port installed.

Windows 2000 did not support the USB 2.0 hardware specification at the time it was first released. Refer to Microsoft Knowledge Base Article - 319973 Universal Serial Bus 2.0 Support in Windows 2000 for more information.

**Important Notes:**

- 1.) Operating system must not be an upgrade from Windows 95.
- 2.) **For Windows 2000 or XP you must be logged in as an administrator or as a user with administrator rights before you can install and use EPSON software.**
- 3.) USB hubs must be self-powered and connected in a first-tier configuration for reliability

**Macintosh OS**

USB 1.1: Apple Macintosh computer (G3, G4, or iMac) with built-in USB port, running Mac® OS 8.5.1 to 9.2.2 with all USB extensions enabled. For OS X, you must have 10.1.3 or later.

FireWire (IEEE 1394): Power PC-equipped Macintosh or newer with Mac OS 8.6 to 9.2.2 with Apple's FireWire 2.1 (or later) software installed. For OS X, you must have 10.1.3 or later.

USB 2.0 Hi-Speed: Not supported

**Important Notes:**

- 1.) You cannot use a serial interface to connect the scanner.
- 2.) Interface adapter cables (i.e. SCSI to USB, or USB to Serial, etc) are not supported.
- 3.) USB hubs must be self-powered and connected in a first-tier configuration for reliability.
- 4.) FireWire port must be compliant with this specification: IEEE 1394-2000 compatible.

# EPSON PRODUCT SUPPORT BULLETIN

**Date:** 04/1/2003 **Originator:** TC  
**PSB #:** PSB.2003.04.001 **Authorization:** *Kas*  
**Reference:** N/A **Total Pages:** 2  
**Product(s):** Perfection 640U/1240U/1250/1640SU/1650/2450/1260/1660/2400/3200  
Series Scanners and the Stylus CX 3200/5200 all-in-one series  
**Subject:** Smart Panel Copy Utility may produce copies with a light gray/blue/pink  
background when printing to non-EPSON printers.

## Description of issue:

If you are using Copy from EPSON Smart Panel 2.5/2.6 or you installed the Copy utility 2.00A patch for Smart Panel 2.0A/1.0.xA, you may find that the program produces copies with a light gray/blue/pink background.

## Reason:

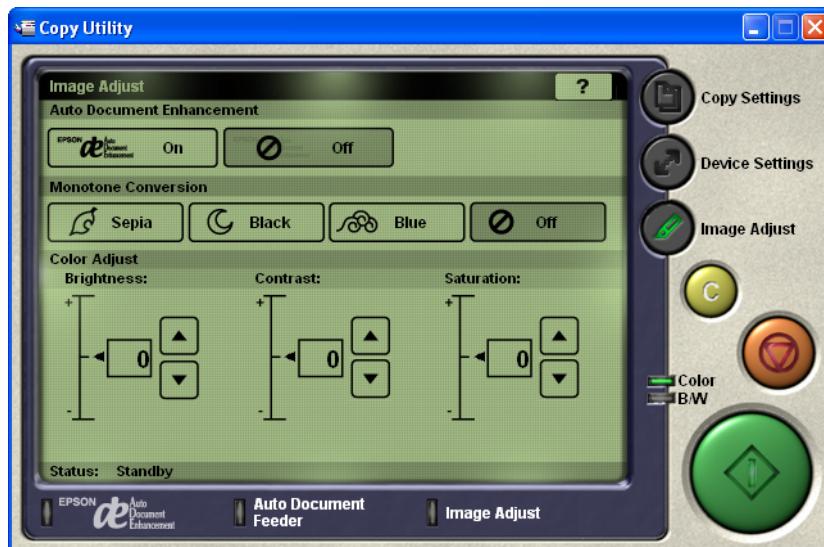
This is because when printing to non-EPSON printers with the Copy utility, the Automatic Document Enhancement feature is turned off by default.

## Solution:

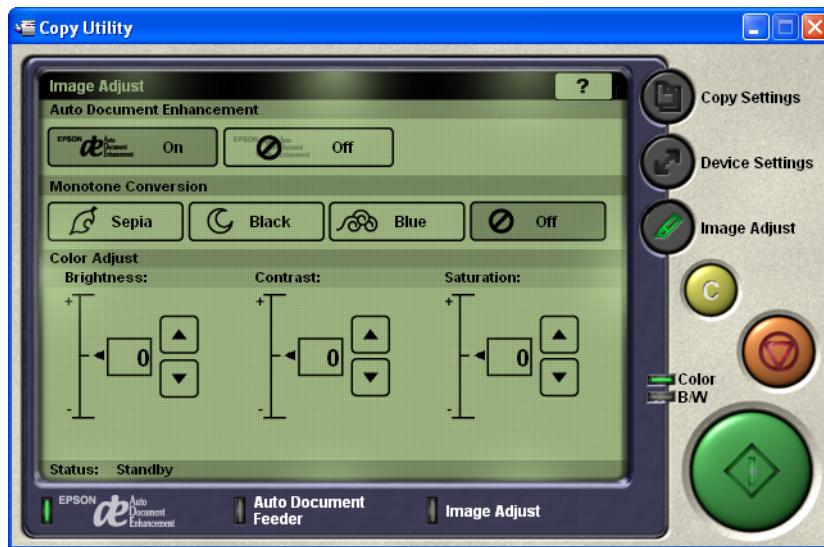
To remove the background, you must enable Automatic Document Enhancement. To turn on this feature, launch the Copy applet by double-clicking on its icon. Select Epson TWAIN 5 at the following window and click "OK".



Click on the “Image Adjust” button. You will notice the Auto Document Enhancement OFF button is selected (highlighted in dark gray).



Click the ON button. You will now notice that this button is selected (highlighted in dark gray).



Now click on the large green Copy button, your image will be scanned and printed. The copy of your document should look very close to the original with no background colors added.

**Note:** The Copy utility was designed to scan and print a copy of a Letter size (8.5" X 11") document. If your document is not a full letter-size piece of paper, then the portion of the scanner's document mat that is showing will be included as part of your copy. Some bright white papers can cause a noticeable contrast between the document and the document mat. As a result the Copy utility may recognize the exposed document mat as having a light blue color. In this case you may still see a light blue background on your printout where the document mat was showing.

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	9/20/2002	<b>Originator:</b>	TC/JD
<b>PSB #:</b>	PSB.2002.04.002B	<b>Authorization:</b>	<i>Kps</i>
<b>Reference:</b>	N/A	<b>Total Pages:</b>	1
<b>Product(s):</b>	Perfection 640U, 1240U, 1640SU, 1250, 1650, 2450 series scanners		
<b>Subject:</b>	Epson Smart Panel & Security Rights on Windows 2000		

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This bulletin was created to inform you of an issue with Epson Smart Panel running under Windows 2000. This issue affects Smart Panel version 1.0.xA (1.01, 1.02, 1.03), bundled with the Perfection 640U/1240U/1640SU series and version 2.0A, which is included with the Perfection 1250/1650/2450 series.

## **Description of the Issue:**

When running Windows 2000, if Epson Smart Panel is installed from the scanner software CD, and is used by members of the Administrator or Power Users Group, the program works normally. If a member of a restricted group (Users, Backup Operators, Replicator, Guest) logs on to a computer on which an Administrator or Power User installed Smart Panel, the user will receive an error when booting up to the desktop. A dialog box with an "OK" button pops up displaying the following error message:

"There is no Registry data for EPSON SMART PANEL!"

Clicking "OK" in the dialog box does not remove the error message, even if you click OK repeatedly. The computer is unusable at this point and eventually locks up. To recover, the user must perform a hard reset and log in as a Power user or Administrator.

If a member of the "Restricted User" group attempts to install the Epson Smart Panel software, one of two things happens: (1) Windows prevents the user from starting installation or (2) the installation completes and all users, including Administrators and Power Users will see the "Registry Data Error" when booting to the desktop.

## **Reason:**

Smart Panel loads "Start" button monitoring during Windows startup. When logged in as a restricted user, Windows returns an error message as described above because the user has insufficient rights. Specifications for Smart Panel do not provide sufficient rights for restricted users to install and use Smart Panel on Windows 2000. Only Administrators, users with Administrator rights and Power users have sufficient access privileges to install and use Smart Panel. If a member of a Restricted user group is able to install Epson Smart Panel, the program will need to be manually removed by an Administrator logged on in "Safe Mode." Using the "Search" utility in Windows 2000, delete all files for "Epson Smart Panel for Scanners." A System Administrator will then need to add the "Restricted user" to the Power Users Group before the user can install and use Smart Panel.

# EPSON PRODUCT SUPPORT BULLETIN

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**Date:** 9/6/2002 **Originator:** JD  
**PSB #:** PSB.2002.02.003R1 **Authorization:** *Kpa-*  
**Reference:** N/A **Total Pages:** 3  
**Product(s):** Perfection 640U, 1240, 1640, 1250, 1650, 2450, 1260, 1660, 2400 series  
scanners  
**Subject:** Copy Utility Workaround for Non-Epson Printers

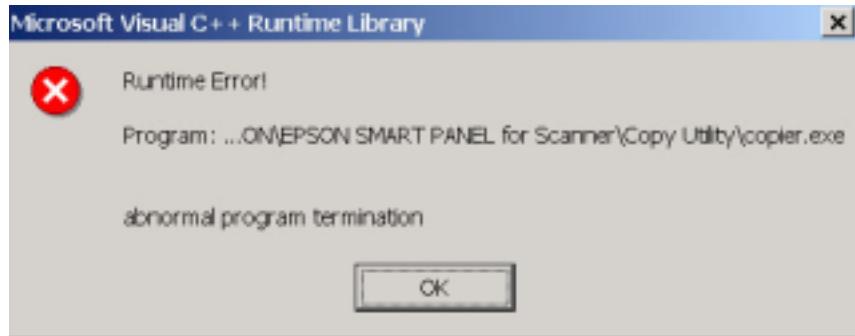
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This bulletin was created to provide information on using Smart Panel's Copy Utility with non-Epson printers in Windows. The following sections describe a workaround that can be used when Copy Utility has problems working with non-Epson printers.

**Description of Issue:**

Epson Smart Panel includes a utility called Copy that is used for scanning and printing documents. Although Copy works with non-Epson printers it does not support all models. Epson periodically releases updates to support the newer models. However, since new printers are continually being released to market, the current Copy update may not work with the latest models.

When Copy Utility launches, it first initializes the scanner and printer. If it does not recognize the printer, the program will normally return an error. The error message may vary depending on the operating system and version of Copy. In some cases, the program won't generate an error dialog; instead, it will launch and then quickly shut down. If you get the error dialog, it will typically look like one of those listed below. When you click OK to close the dialog, the program takes you back to the Smart Panel main user interface.

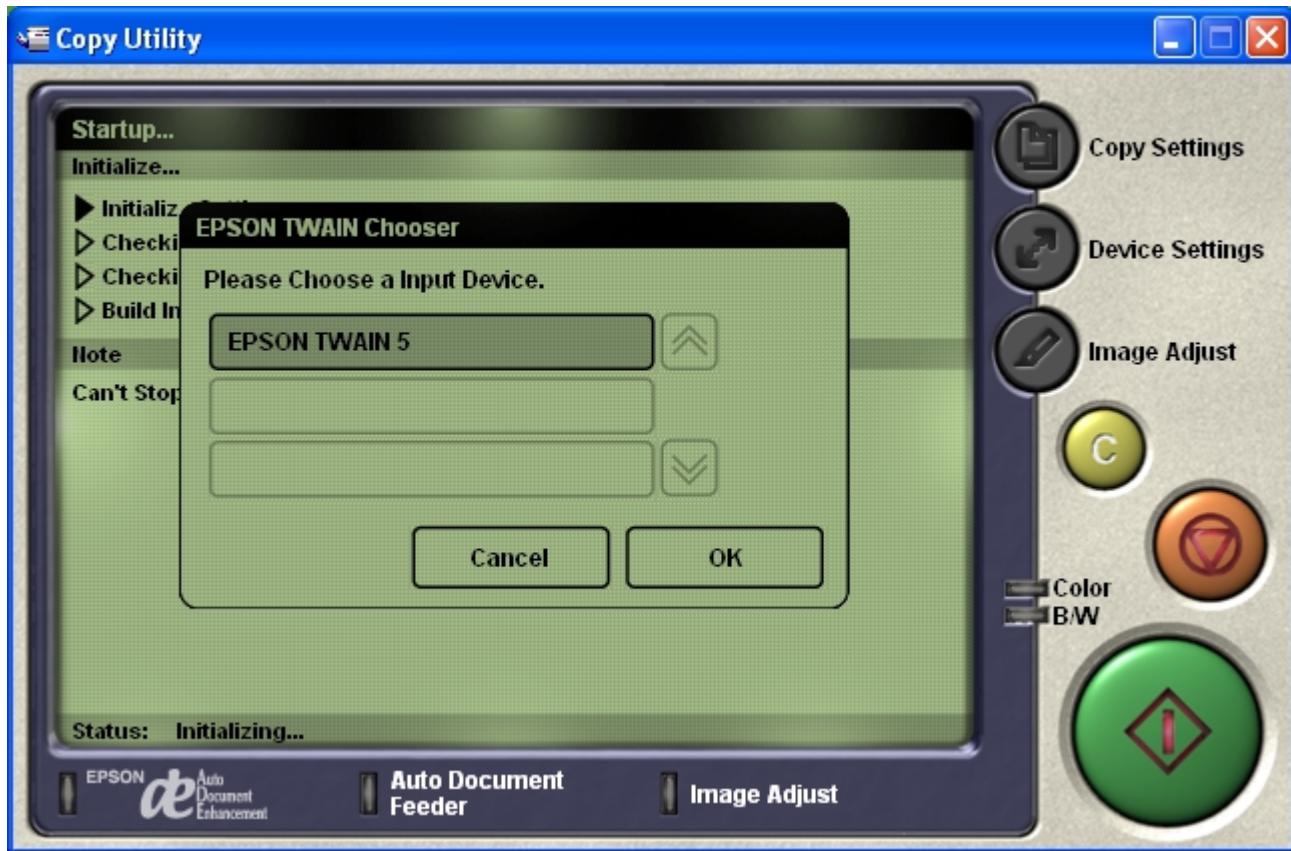


## Workaround:

As a temporary solution, select another Windows default printer (i.e. one that's compatible with Copy) and then launch Copy. In Copy, change the printer back to the one that you want to use. Click the green and Copy button to scan and print.

Follow these steps to configure Copy for the workaround.

- 1) First, verify that you have installed the latest version of Copy (currently 2.00A). Launch Copy and look for a green screen. This is version 2.00A and it should look like this:



If you don't see this on your screen then visit our web site at [www.epson.com](http://www.epson.com) and download the Copy update.

- 2) Once you have installed the update, test your printer in Copy. If you get an error then go to the next step.
- 3) Click the Start button and then click Settings. Select Printers. You can also use Control Panel to select Printers (Printers and Faxes for Windows XP). In Printers, use the Add Printer Wizard to add a printer. For Windows 98 and up, you can try the HP LaserJet 4. For Windows 2000 and XP, the Stylus Photo 750 ESC/P2 works fine. For Windows 95, you'll need to use an older model such as the HP LaserJet 3 series. Keep in mind that other models can be used. If one model doesn't work then use another one.
- 4) Follow the on-screen instructions to install the printer. Once completed verify that it is the default printer.
- 5) Launch Copy. If the new default printer is compatible, the program will open normally.

6) Click the Device Settings button. This will bring up the Device Settings user interface. In the Output Device field (the default printer will be listed here), click on the arrow. This will bring up the Output Device Chooser window. The screen should look like this.



7) Change the printer name to the one you want to use and then click OK. Click on the Green button to start scanning.

# EPSON PRODUCT SUPPORT BULLETIN

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**Date:** 9/25/01

**PSB No.:** PSB.2001.09.006R3

**Reference:** N/A

**Originator:** TC

**Authorization:** *AA*

**Affected Product(s): EPSON Perfection 640U/1240U/1640SU & 1250/1650/2450 Series Scanners**

**Subject: Updated Photo Print Utility Version 1.31A for EPSON Smart Panel v.1.0xA & 2.0A for Windows**

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This bulletin provides information on the latest release of the Epson Smart Panel - Photo Print Utility program, ver. 1.31A. This version of the Photo Print Utility works with the following scanner products and it provides improved compatibility and functionality with Windows Operating Systems and some non-Epson printers. \*

Perfection 640

Perfection 1240U

Perfection 1250/1250 Photo

Perfection 1240U Photo

Perfection 1640SU

Perfection 1650/1650 Photo

Perfection 1640SU Photo

Perfection 1640SU Office

Perfection 2450 Photo

**Note:** Epson and other printer vendors continually release new models into the market. If your printer does not work with the updated Photo Print Utility, please check the Epson web site for updates.

Photo Print can be downloaded from Epson's web site. From your browser, enter this URL:

<http://support.epson.com/filelibrary.html>. On the Downloads page, click on Perfection Series. Click on your scanner model.

On the Downloads page click on the Photo Print Utility program and follow the on-screen instructions to complete the download.

## Installation Instructions:

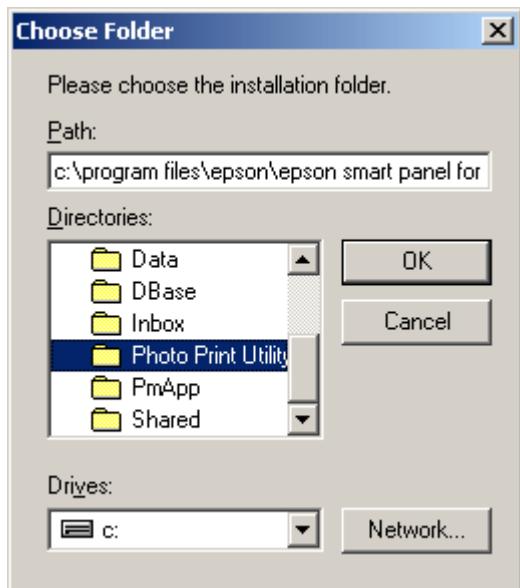
Use these steps to install the updated Photo Print Utility.

1. Close Smart Panel if you have it running.
2. From the *Start* button click **Run** and then **Browse**.
3. Search for the folder that contains the downloaded Photo Print Utility file (By default this folder is called EPSON, unless you specified a different download folder location).
4. Double-click this file to extract the Setup files.
5. Double-click SETUP.EXE. The installation will start and the Welcome screen will launch. Click *Next*.
6. Next you will see the following screen, click *Browse*.



**Note:** You must install the update files in the same directory as the original version of Photo Print in order for the update to work correctly. If your installation of EPSON Smart Panel was performed using the default directory you need to install the files to the following location on your Hard Drive **C:\Program Files\Epson\EPSON Smart Panel for Scanners\Photo Print Utility**. If you did not install the program using the default location you will need to install the Update files to the directory in which you installed EPSON Smart Panel's Photo Print Utility.

7. Browse to the following location: "*C:\program files\epson\epson smart panel for scanners\photo print utility*" and click OK



8. If you are pointing to the correct folder, you will see the following screen. Click *Next*. If you do not see the screen below, go back to step 6.



**Note:** the full path to the destination folder may not be showing.

9. You will see a ***Setup Complete*** window, click *Finish* to complete the install.
10. To verify you have properly installed the update open Epson Smart Panel and click on the Photo Print Button. You will see a progress window that says "Setting up printer." Before you print, have your media type, print size, and Printer Driver set to the correct settings. Put a photo on the document glass and Click the "Print" button. The "Select TWAIN source" window will pop up, select "EPSON TWAIN 5" and click OK. Your photo will be scanned and printed.

**Note:** You can launch EPSON Photo Print as a standalone application, without needing to launch Epson Smart Panel. The Photo Print Utility update program will automatically put an Entry in the Start menu. To find this entry click on; Start>Programs>EPSON Scanner>EPSON Photo Print. The update program will also put an "EPSON Photo Print" shortcut icon on your Desktop, you can launch the Photo Print Utility from the shortcut. If you do not want this icon on the desktop, simply drag it to the Recycle Bin or highlight the shortcut icon and hit the delete key on your keyboard.

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	7/10/2002	<b>Originator:</b>	JD
<b>PSB #:</b>	PSB.2002.07.001	<b>Authorization:</b>	<i>Kp4-</i>
<b>Reference:</b>	N/A	<b>Total Pages:</b>	1
<b>Product(s):</b>	Perfection 640U, 1240, 1640, 1250, 1650, 2450 series scanners		
<b>Subject:</b>	Copy Utility Workaround for Non-Epson Printers on Macintosh Systems		

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This bulletin was created to provide information on using Smart Panel's Copy Utility with non-Epson printers on a Macintosh computer. The following sections describe a workaround that can be used when Copy Utility has problems working with non-Epson printers.

## **Description of Issue:**

Epson Smart Panel includes a utility called Copy that is used for scanning and printing documents. Although Copy works with non-Epson printers, it does not support all models. Epson periodically releases updates to support the newer models. However, since new printers are continually being released to market, the current Copy utility may not work with the latest models.

When Copy Utility launches it first initializes the scanner and then the printer. If it does not recognize the printer, the program may lock up the system or simply stop running. You may have to use the Force Quit command or restart the computer to recover.

## **Workaround:**

As a temporary solution, select the LaserWriter as the default printer and then launch Copy. In Copy, select the printer that you want to use. Click the Copy button to auto-scan and print. You can use this workaround with Smart Panel 1.01A, 1.02A, 1.03A and 2.0A.

Follow these steps to configure Copy for the workaround.

- 1) Open Chooser and select a different default printer. We recommend using the LaserWriter. Close Chooser when finished.
- 2) Launch Copy. Click on the Target Printer button. This automatically opens Chooser. Select the actual printer you will use to scan and print. After completing your selection, click OK to close Chooser.
- 3) Click Print Setting and configure the printer driver settings as needed. Click OK to close the Settings dialog box.
- 4) Click the Copy button to start scanning.
- 5) When you are finished using Copy and you have no other print jobs, open Target Printer and set the default printer back to the LaserWriter. Close Copy.

# EPSON PRODUCT SUPPORT BULLETIN

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**Date:** 3/4/2002 **Originator:** JD  
**PSB #:** PSB.2002.03.001 **Authorization:** *Vas*  
**Reference:** TE01-320 Rev. A **Total Pages:** 2  
**Product(s):** Perfection 610, 636, 640, 1200, 1240, 1250, 1640, 1650, 2450 & Expression 636, 800, 836XL,  
1600, 1640XL, 1680 Series Scanners; StylusScan 2000, 2500  
**Subject:** Compatibility Chart for Macintosh OS X Classic

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This bulletin provides information on compatibility for EPSON scanners and Stylus Scan series products running in Macintosh OS X Classic. Mac OS X provides Classic environment for Mac OS 9.x compatible applications and device drivers. For purposes of this document, your Macintosh computer requires OS 9.2.1 and 10.1 system software. To set up Classic, follow the steps below:

1. First install or upgrade your Macintosh system to OS 9.2.1. Then, install OS 10.1 (for details refer to Apple's OS X documentation).
2. To start Classic, click the **Classic** icon in System Preferences. To find *System Preferences* go to the **Apple Menu** or click on the icon in the **Dock** bar on the desktop. Classic can also be set up to start automatically during the log in process. (Refer to your Apple documentation for installation and operation of Macintosh OS X Classic and 9.2.1).
3. To run a Classic application, just double-click on it.

## The following Epson models are supported in Classic.

Model	Driver Version	Connector Type
Perfection 610	TWAIN L 1.00E	USB
Perfection 636U	TWAIN 3.20A	USB
Perfection 640U	TWAIN L 2.01A	USB
Perfection 1200U	TWAIN 4.01A	USB
Perfection 1240U	TWAIN 5.02A	USB
Perfection 1250	TWAIN 5.53A	USB
Perfection 1640SU	TWAIN 5.02A	USB
Perfection 1650	TWAIN 5.53A	USB
Perfection 2450	TWAIN 5.53A	USB
Expression 1600	TWAIN Pro 2.10A/Pro Network 2.00A *	USB
Expression 1640XL	TWAIN Pro 2.10A/Pro Network 2.00A *	USB
Expression 1680	TWAIN Pro 2.10A/Pro Network 2.00A *	USB
Stylus Scan 2000	TWAIN (v.1.10A); Printer (v.6.25E) **	USB
Stylus Scan 2500	TWAIN (v.1.10A); Printer (v.6.25E) **	USB

### \* Expression Series Scanner Notes:

1. Start your computer in 9.2.1 before you install PageManager. If the Start button does not work, restart the computer.
2. In order to use the Twain Pro network driver, you must have the scanner attached to a PC running Scan Server. On a PC, the scanner can use a USB, SCSI or FireWire (Windows 2000, Me, XP only) connection.

### \*\* Stylus Scan Notes:

You must install Smart Panel from its own folder. Start your computer in 9.2.1. From the Software CD open the Smart Panel folder. Click on the Epson Smart Panel Installer icon to install. Before you can launch Smart Panel you must install the Stylus Scan Updater. The file can be downloaded from the Epson web site.

**Important Note: MAC OS X Classic supports USB-native and network-capable devices. Classic does not support MAC Serial, SCSI or FireWire connected devices. Therefore, the Expression 636, 800 and 836XL that all require a SCSI connection, are not supported in Classic.**

## **Twain Driver Installation:**

- 1. Start your computer in 9.2.1.**
- 2. Install the Twain driver.**
- 3. Connect and power on the scanner.**
- 4. Restart your computer in OS 10.1**
- 5. Start Classic**
- 6. Launch your scanning application**

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	2/16/2002	<b>Originator:</b>	JD
<b>PSB #:</b>	PSB.2002.02.003	<b>Authorization:</b>	Kpa-
<b>Reference:</b>	N/A	<b>Total Pages:</b>	3
<b>Product(s):</b>	Perfection 640U, 1240, 1640, 1250, 1650 & 2450 series scanners		
<b>Subject:</b>	Copy Utility Workaround for Non-Epson Printers		

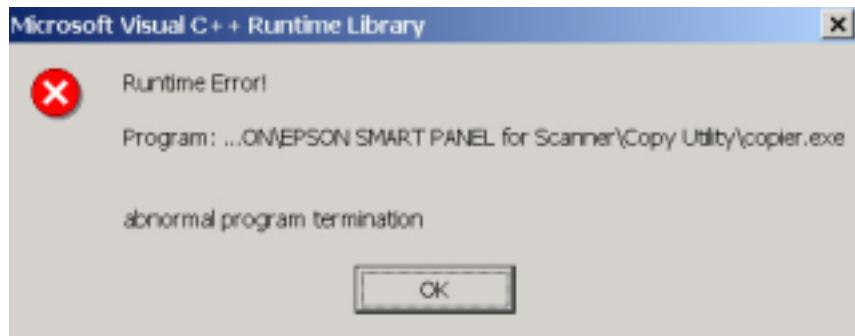
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This bulletin was created to provide information on using Smart Panel's Copy Utility with non-Epson printers in Windows. The following sections describe a workaround that can be used when Copy Utility has problems working with non-Epson printers.

## Description of Issue:

Epson Smart Panel includes a utility called Copy that is used for scanning and printing documents. Although Copy works with non-Epson printers it does not support all models. Epson periodically releases updates to support the newer models. However, since new printers are continually being released to market, the current Copy update may not work with the latest models.

When Copy Utility launches it first initializes the scanner and then the printer. If it does not recognize the printer, the program will return an error. The error message varies depending on the operating system and version of Copy. You will most likely encounter one of the error dialogs illustrated below. When you click OK to close the dialog, the program takes you back to the Smart Panel main user interface.

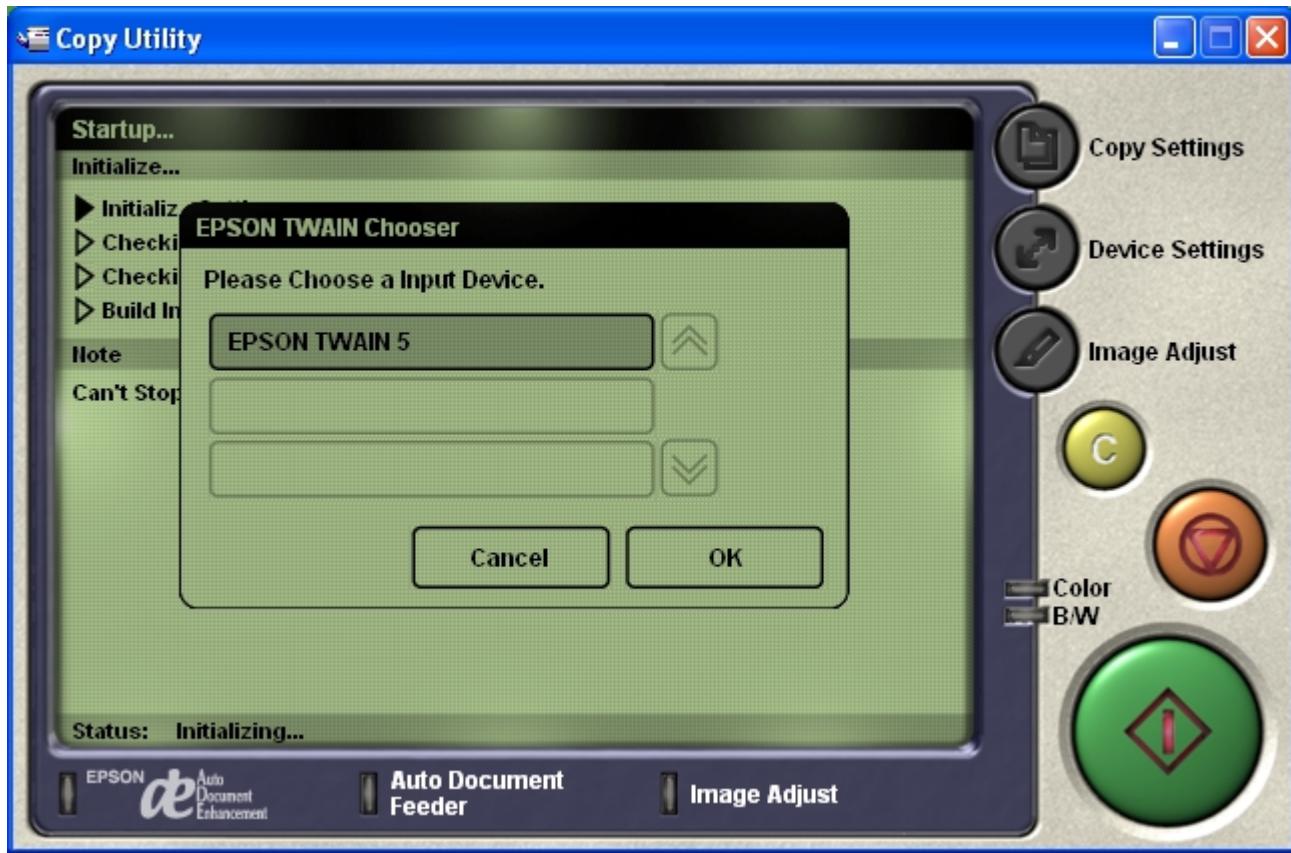


## Workaround:

As a temporary solution, select another Windows default printer (i.e. one that's compatible with Copy) and then launch Copy. In Copy, change the printer back to the one that you want to use. Click the green and Copy button to scan and print.

Follow these steps to configure Copy for the workaround.

- 1) First, verify that you have installed the latest version of Copy (currently 2.00A). Launch Copy and look for a green screen. This is version 2.00A and it should look like this:



If you don't see this on your screen then visit our web site at [www.epson.com](http://www.epson.com) and download the Copy update.

- 2) Once you have installed the update, test your printer in Copy. If you get an error then go to the next step.
- 3) Click the Start button and then click Settings. Select Printers. You can also use Control Panel to select Printers (Printers and Faxes for Windows XP). In Printers, use the Add Printer Wizard to add a printer. For Windows 98 and up, you can try the HP LaserJet 4. For Windows 2000 and XP, the Stylus Photo 750 ESC/P2 works fine. For Windows 95, you'll need to use an older model such as the HP LaserJet 3 series. Keep in mind that other models can be used. If one model doesn't work then use another one.
- 4) Follow the on-screen instructions to install the printer. Once completed verify that it is the default printer.
- 5) Launch Copy. If the new default printer is compatible, the program will open normally.
- 6) Click the Device Settings button. This will bring up the Device Settings user interface. In the Output Device field (the default printer will be listed here), click on the arrow. This will bring up the Output Device Chooser window. The screen should look like this.



- 7) Change the printer name to the one you want to use and then click OK. Click on the Green button to start scanning.

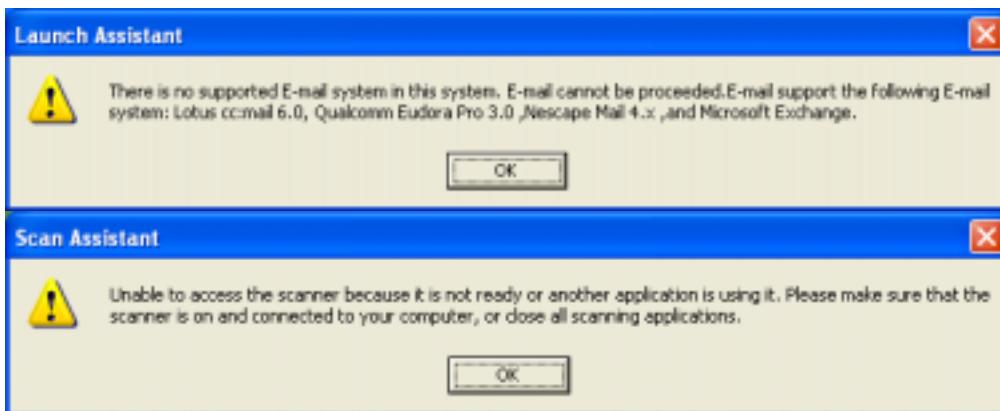
# EPSON PRODUCT SUPPORT BULLETIN

Date:	3/21/2001	Originator:	TC
PSB #:	PSB.2001.11.006R1	Authorization:	HP
Reference:	TE01-301 Rev. A	Total Pages:	2
Product(s):	EPSON Perfection 1250/1650/2450 Series Scanners		
Subject:	Scan to E-mail patch for Smart Panel 2.0A that provides compatibility with MS Outlook 2000/XP and Outlook Express 6.0 on Windows 98/Me/2000/XP		

This bulletin was created to inform you of a patch that is now available for the Scan to Email utility that is included on Epson's Smart Panel 2.0A. The patch (v.2.01P01E) fixes an issue that may occur when using Scan to Email with MS Outlook 2000/XP and Outlook Express v.6.0 on Windows 98/Me/2000/XP. It may cause the Launch/Scan Assistant to display a warning message that there is no supported E-mail program on this system, or that the scanner is not ready. Some Windows XP compliant email programs are new versions and may not be supported by the Scan to Email Utility.

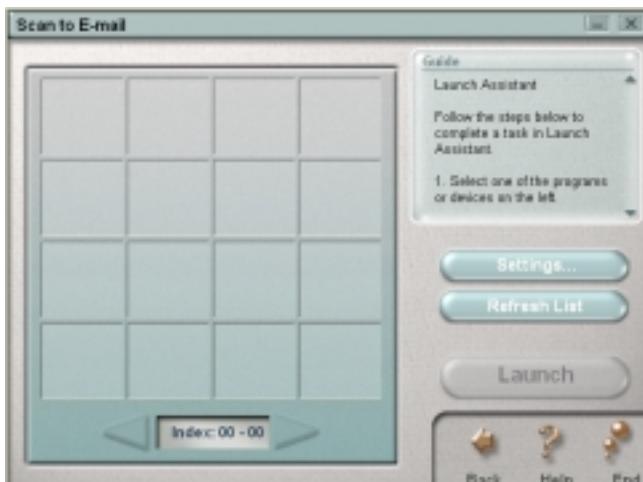
## **Description of Issue:**

When trying to use Scan to Email with MS Outlook 2000/XP and Outlook Express version 6.0 you will be able to invoke a scan but you may see one of the following warning messages. Scan to Email only supports MS Outlook and Outlook Express 4.5 and 5.0.

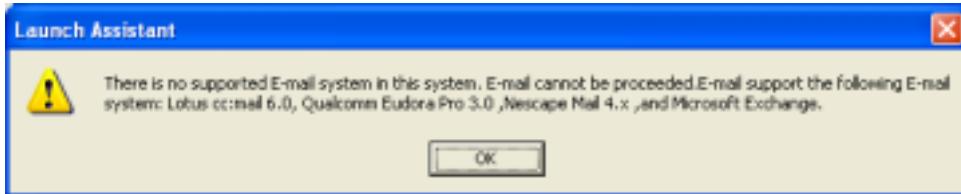


**Note:** Windows XP comes with MS Outlook Express 6.0. Outlook Express 6.0 can also be installed on Windows 98/2000/Me. If you install Internet Explorer 6.0, it includes Outlook Express 6.0 and will automatically install this component.

When you complete a scan, the Launch Assistant window appears. If there are no compatible e-mail applications, you won't see any Email Application icons (see figure below).



Clicking on "Refresh List" brings up this Warning window again.

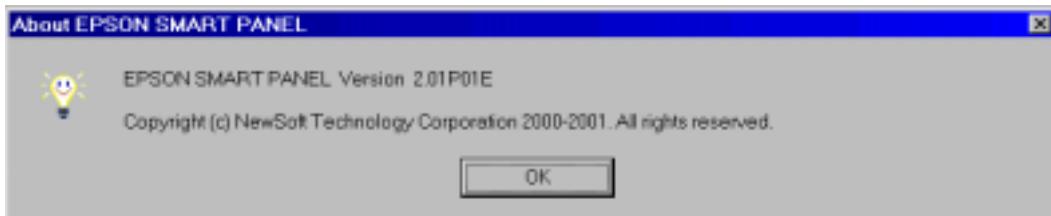


### **Solution:**

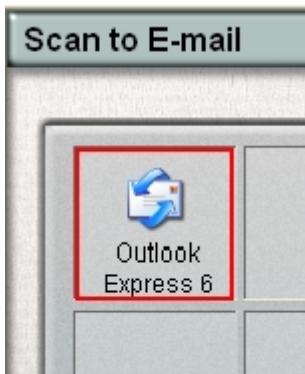
Download the patch from Epson's Support Web site at <http://support.epson.com>. The Installer should find the location of your Epson Smart Panel software and install the update automatically.

Run Setup.exe and the Install wizard will find the location of Epson Smart Panel software on your hard drive and prompt you to continue. Click "Next." The Install wizard will then finish. Click "Finish" to complete the update and exit.

To verify the patch was successful, open Epson Smart Panel and click on the Light bulb icon in the upper left-hand corner. Select "About" from the pull-down menu. You should see v.2.01P01E (see figure below).



Start the Scan to Email Utility and run through the steps again. You will now find that your Email Program shows up as a registered application in the Launch Assistant window (see figure below).



After you select your Email Program, it will open with a "Compose New" window and your scanned file will be attached to the Email. Enter an email address, a subject line, and some text in the body of the mail, and then click "Send".

# EPSON PRODUCT SUPPORT BULLETIN

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Date:	1/15/2002	Originator:	TC
PSB #:	PSB.2001.11.005A	Authorization:	<i>JK</i>
Reference:	TE01-406, PSB.2001.11.005	Total Pages:	1
Product(s):	Perfection 1250/1250 PHOTO		
Subject:	Release of a New TWAIN Version 5.54 to resolve an issue where the Epson Smart Panel Application Launches Unexpectedly.		

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This bulletin provides information on an updated Twain driver, version 5.54A, that resolves an issue with Epson Smart Panel Version 2.0A launching unexpectedly when a Perfection 1250/1250 PHOTO is connected to a PC running Windows 98/Me/2000.

## **Description of Issue:**

Randomly, Epson Smart Panel may launch unexpectedly, even if none of the front panel buttons have been pushed. The Smart Panel main U/I screen will then be displayed. If you try to launch an applet, the program will return an error. The error message will vary for each applet but the results are always the same; you are unable to scan. It may also appear that the push buttons are not functioning.

## **Reason:**

This issue has been found to be more prevalent in situations where the scanner and PC are always left on and the user rarely reboots the computer. The issue can also occur if the PC is turned off every night but the scanner is left on all the time.

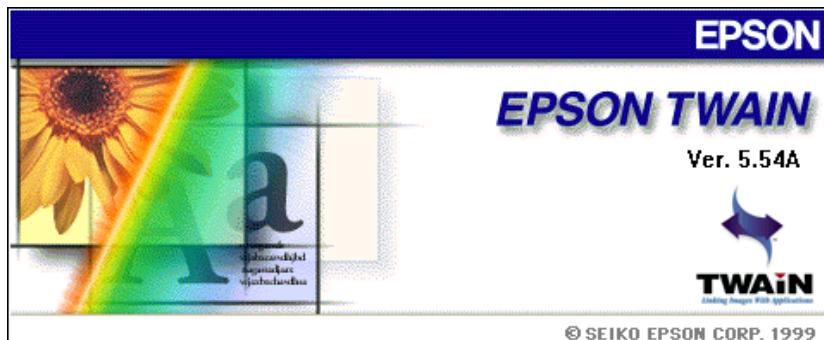
When the PC and scanner are left on overnight the scanner may not be able to recover from power save mode. The scanner drops off the USB bus and cannot be brought out of power save mode. The Scanner goes into power save or "sleep" mode after approximately fifteen minutes, but continues to monitor the USB bus for a command to "wake-up." Occasional "monitoring" of the USB bus by the "sleeping" scanner may falsely be registered or identified by Windows Still Image Monitor as a "push button" event; this causes Epson Smart Panel to appear to launch on its own. In most cases, invoking TWAIN or pressing the scan buttons does not wake up the scanner.

## **Resolution:**

Install Twain 5.54A to correct the issue. Visit our web site at <http://support.Epson.com>. Navigate to the Perfection 1250 Downloads page and look for version 5.54A. Follow the onscreen instructions to download and extract the driver. Once the files are extracted, the Setup program will automatically start the installation process. There is no need to remove the current driver, the new driver will update the files automatically.

**Note:** For Windows 2000 and XP Home/Professional you must be logged in as a user with administrative rights.

To verify you have the new Twain driver installed, scan a document in Manual Mode. The first screen you see displays the version #. (See figure below). It should say **Ver. 5.54A**.



# EPSON PRODUCT SUPPORT BULLETIN

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**Date:** 11/14/2001 **Originator:** TC  
**PSB #:** PSB.2001.11.003 **Authorization:** *MM*  
**Reference:** N/A **Total Pages:** 3  
**Product(s):** EPSON Perfection 1250/1650/2450 Series Scanners and Stylus Photo  
780/890/1280/785EPX Printers  
**Subject:** Updated Windows Me Printer Drivers for EPSON Photo Print Utility

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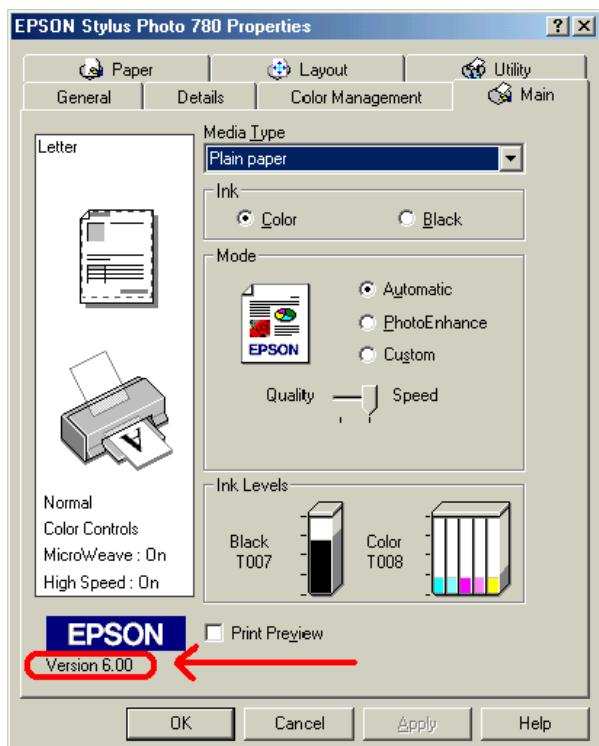
This bulletin was created to inform you of an issue under Windows Me where the Photo Print Utility in Epson Smart Panel Version 2.0 will display an error message if attached to an Epson Stylus Photo 780/890/1280/785EPX printer running printer driver version 6.0

## Description of Issue:

The Photo Print Utility in Epson Smart Panel Version 2.0 does not work properly with the original Windows Me driver found on the following printer software CD's with driver ver 6.0.

Stylus Photo 780 CPD-11725  
Stylus Photo 785EPX CPD-12100  
Stylus Photo 890 CPD-11718  
Stylus Photo 1280 CPD-11719

1. The printer driver version can be verified by checking the lower left-hand corner of the "Main" Tab of the Printers Properties Window.



2. One of the following error messages may be seen when using the Photo Print Utility with the printer driver combination listed above.



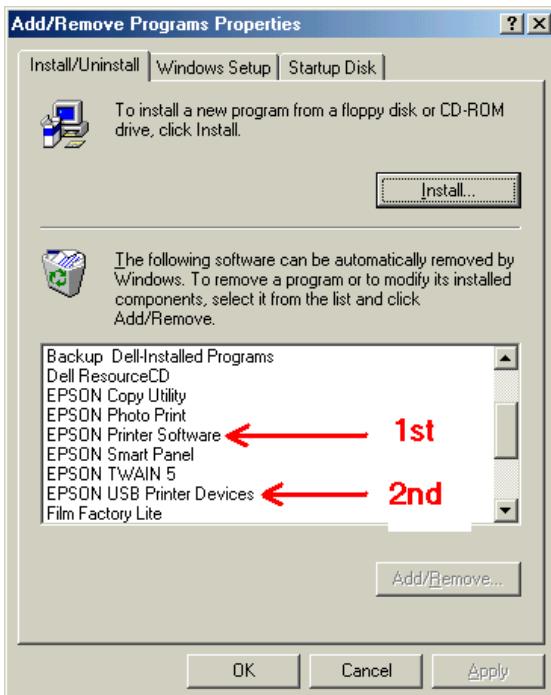
Errors you may see with the Photo Print patch ver. 1.31E installed



### Solution:

To correct this issue the latest printer driver for the Stylus Photo 780/890/1280/785EPX printers is required. You can download the latest printer drivers from Epson's Driver web site at [support.epson.com](http://support.epson.com). After you have downloaded the appropriate printer driver, see below for the proper installation instructions.

1. Remove version 6.0 of the printer driver from Windows Control Panel by clicking on the Add/Remove Programs icon and select "EPSON Printer Software".
2. Click "Add/Remove" button. Once this opens up you will then see your model printer, highlight it and select "OK". Answer yes to all questions about removing files and Status Monitor 3.
3. Once the Printer has been removed, you can then also remove "EPSON USB Printer Devices."
4. You will be asked to reboot at this point, power off or disconnect the printer and reboot your computer.
5. After you have rebooted your computer run the setup.exe program from the location of the extracted download file to install the new version of your printer driver.



6. Follow the instructions used in the "Start Here" poster of your printer or follow the directions on the screen, only connect the USB cable or power on the printer when told to do so by the driver installation software.
7. Finish by verifying the updated driver versions as follows:
  - Stylus Photo 780 - Version 6.02/P
  - Stylus Photo 890/1280 - Version 6.01/P
  - Stylus Photo 785EPX – Version 6.00 – *Note: The updated driver version number is the same as the original but the currently posted driver is an updated one and it will resolve the issue.*
8. Once the printer driver has been installed, verify that the issue has been resolved by opening Epson Smart Panel and clicking on the Photo Print Button. You will see a progress window that says "Setting up printer."
9. Before you print, have your media type, print size, and Printer Driver set to the correct settings. Put a photo on the document glass and Click the "Print" button.
10. When the "Select TWAIN source" window pops up, select "EPSON TWAIN 5" and click OK. Your photo will be scanned and printed.

Note: You can launch EPSON Photo Print as a standalone application, without needing to launch Epson Smart Panel. The Photo Print Utility program automatically puts an Entry in the Start menu. To find this entry click on: Start>Programs>EPSON Scanner>EPSON Photo Print. The program will also put an "EPSON Photo Print" shortcut icon on your Desktop; you can launch the Photo Print Utility from the shortcut. If you do not want this icon on the desktop, simply drag it to the Recycle Bin or highlight the shortcut icon and hit the delete key on your keyboard

# EPSON PRODUCT SUPPORT BULLETIN

**Date:** 10/15/01

**PSB No.:** PSB.2001.09.006A

**Reference:** N/A

**Originator:** TC

**Authorization:** *SM*

**Affected Product(s): EPSON Perfection 640U/1240U/1640SU & 1250/1650/2450 Series Scanners**

**Subject: Updated Photo Print Utility Version 1.31E for EPSON Smart Panel v.1.0xA & 2.00A for Windows**

This bulletin provides information on the latest release of the Epson Smart Panel - Photo Print Utility program, ver. 1.31E. This version of the Photo Print Utility works with the following scanner products and it provides improved compatibility and functionality with Windows Operating Systems and most 3<sup>rd</sup> party printers\*.

Perfection 640  
Perfection 1240U Photo  
Perfection 1640SU Photo

Perfection 1240U  
Perfection 1640SU  
Perfection 1640SU Office

Perfection 1250/1250 Photo  
Perfection 1650/1650 Photo  
Perfection 2450 Photo

**Note:** Epson and other printer vendors continually release new models into the market. If your printer does not work with the updated Photo Print Utility, keep checking the Epson web site for the next revision. The Photo Print Utility is updated on a regular basis.

The new Photo Print Utility can only be downloaded from Epson's web site. Enter the URL listed below on your browser to access this web page. From the Support page, select your product. On the Downloads page double-click on the Photo Print Utility program and follow the on-screen instructions to complete the download. <http://support.epson.com/filelibrary.html>

## Installation Instructions:

Use these steps to install the updated Photo Print Utility.

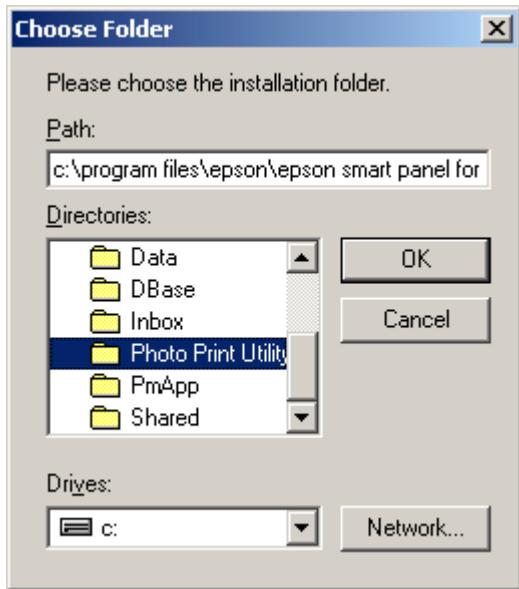
1. Close Smart Panel if you have it running.
2. From the *Start* button click **Run** and then **Browse**.
3. Search for the folder that contains the downloaded Photo Print Utility file (By default this folder is called EPSON, unless you specified a different download folder location).
4. Double-click this file to extract the Setup files.
5. Double-click SETUP.EXE. The installation will start and the Welcome screen will launch. Click *Next*.
6. Next you will see the following screen, click *Browse*.



**Note:** You must install the update files in the same directory as the original version of Photo Print in order for the update to work correctly. If your installation of EPSON Smart Panel was performed using the default directory you need to install the files to the following location on your Hard Drive C:\Program Files\Epson\EPSON Smart Panel for Scanners\Photo Print Utility. If you did

not install the program using the default location you will need to install the Update files to the directory in which you installed EPSON Smart panel's Photo Print Utility.

7. Browse to the following location: "C:\program files\epson\epson smart panel for scanners\photo print utility," and click OK



8. If you are pointing to the correct folder, you will see the following screen, click *Next*. If you do not see the screen below, go back to step 6.



Note: the full path to the destination folder may not be showing.

9. You will see a *Setup Complete* window, click *Finish* to complete the install.
10. To verify you have properly installed the update open Epson Smart Panel and click on the Photo Print Button. You will see a progress window that says "Setting up printer." Before you print, have your media type, print size, and Printer Driver set to the correct settings. Put a photo on the document glass and Click the "Print" button. The "Select TWAIN source" window will pop up, select "EPSON TWAIN 5" and click OK. Your photo will be scanned and printed.

Note: You can launch EPSON Photo Print as a standalone application, without needing to launch Epson Smart Panel. The Photo Print Utility update program will automatically put an Entry in the Start menu. To find this entry click on; Start>Programs>EPSON Scanner>EPSON Photo Print. The update program will also put an "EPSON Photo Print" shortcut icon on your Desktop, you can launch the Photo Print Utility from the shortcut. If you do not want this icon on the desktop, simply drag it to the Recycle Bin or highlight the shortcut icon and hit the delete key on your keyboard.

# EPSON PRODUCT SUPPORT BULLETIN

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Date: 9/24/2001

PSB No.: PSB.2001.09.005

Reference: N/A

Originator: JD

Authorization: *JK*

Affected Product(s): Perfection 640, 1240, 1640, 1250, 1650 & Stylus Scan 2000/2500

Subject: Links to Smart Panel Patches

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This bulletin provides information and links to patch updates for Epson Smart Panel software that is packaged with several of Epson scanner and all-in-one products. The links provide instant access to the patch files for easy download and installation.

You can also access the patches by visiting NewSoft's web site. For a complete list of all the fixes as well as download and installation instructions for each patch, then point your browser to [www.newsoftinc.com](http://www.newsoftinc.com) and refer to the instructions given below:

1. On the home page put (do not click) your pointer over the Support menu icon and click Patch from the drop-down menu.
2. From the Patch Search dialog box, select product (EPSON Smart Panel) and OS, then click **search**.
3. When you see the patch site, read the description and instructions.
4. Then click **Download Now** to copy the patch files to your computer.

## Available Patch Links

To access the links from the Epson web site, set your browser to <http://support.epson.com/filelibrary.html>. From the Support page, select your product. Click on the selected link. A **Save As** dialog box appears. Select your directory and click **Save** to copy the file to your hard drive. For instructions on installing the patch, point your browser to [www.newsoftinc.com](http://www.newsoftinc.com). Then follow instructions 1-4 listed above.

### Perfection 640, 1240 and 1640

1. For MFC42.dll errors when launching Smart Panel in Windows and 3<sup>rd</sup> party printer issues such as runtime errors when using Smart Panel's Copy utility in Windows 2000, please use this link to update your software.

<http://www.newsoftinc.com/patch/download/english/esp-102p05a.exe>

### Perfection 640, 1240, 1640, 1250 & 1650

1. For problems using 3<sup>rd</sup> party printers and Copy Utility with Smart Panel v.1.01A, 1.02A, 1.03A and 2.00A for Windows, please use this link to update to the latest version (2.0A)

<http://www.newsoftinc.com/patch/download/english/copy2.exe>

2. For scanning or printing issues when using Photo Print bundled with Smart Panel v.1.01A, 1.02A, 1.03A and 2.00A for Windows, please use this link to update your software.

<http://www.newsoftinc.com/patch/download/english/epp131.exe>

### Perfection 1250 & 1650

1. For image quality issues when using Smart Panel's Scan to Web for Windows, please use this link to update your software.

[http://www.newsoftinc.com/patch/download/english/scantoweb\\_e.exe](http://www.newsoftinc.com/patch/download/english/scantoweb_e.exe)

## Stylus Scan 2000/2500

### **Windows**

1. For problems sending and receiving documents when using Smart Panel's Scan to OCR with WinFax Basic, please use this link to upgrade the fax engine.

<http://www.newsoftinc.com/patch/download/english/esp-fax.exe>

### **MAC**

1. For image quality problems or "Cannot scan to OCR" errors when using Smart Panel's Scan to OCR, please use this link to update your software.

[http://www.newsoftinc.com/patch/download/english/ocr\\_01.hqx](http://www.newsoftinc.com/patch/download/english/ocr_01.hqx)

2. For problems launching Smart Panel or any of its applets in OS 9.1, please use this link to update your software.

<http://www.newsoftinc.com/nai/atlantis/esp1.5mac/index.html>

**Note:** This link will take you to a Software Agreement page. Read the Installation instructions before you click the "I agree..." statement.

3. For problems when using Smart Panel's Scan to Fax with FaxSTF 6.0, please use this link for the latest fix.

[http://www.newsoftinc.com/patch/download/english/esp\\_patch-faxStf60.sit](http://www.newsoftinc.com/patch/download/english/esp_patch-faxStf60.sit)

4. For problems running the Auto-Installer from the product's Printing and Scanning Software Installation CD in OS 9.1, please use this link to update the Epson Smart Panel preferences file.

**Special note:** To avoid the "**In current MAC OS there are no applications that can be run normally**" error, install Smart Panel from its own folder (EPSON Smart Panel) and the printer/scanner drivers from their own folders (Epson Stylus Scan 2000 or 2500). Trash the original Epson Smart Panel preferences file. Then copy the updated Preferences file to the Preferences folder on your hard disk. Launch Smart Panel. Visit NewSoft's web site for additional download instructions.

<http://www.newsoftinc.com/patch/download/english/esp-pref.sit>

If you still require technical support for Smart Panel please contact NewSoft at (510) 445-8616 or visit their web site at [www.newsoftinc.com](http://www.newsoftinc.com).

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	03/27/2002	<b>Originator:</b>	JD/TC
<b>PSB #:</b>	PSB.2001.09.004R1	<b>Authorization:</b>	<i>Vps</i>
<b>Reference:</b>	TE01-102 Rev.A	<b>Total Pages:</b>	4
<b>Product(s):</b>	Perfection 640U, 1240U, 1250, 1640SU, 1650, 2450 Series Scanners		
<b>Subject:</b>	Updated Smart Panel Copy Utility Program for Windows - Revised		

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This bulletin provides information about the latest release of the Smart Panel Copy Utility program, ver. 2.00A. The version 2.0A Copy Utility is compatible with the following scanner products and supports most Epson printers and some additional 3rd-party printers \*.

Perfection 640	Perfection 1240U
Perfection 1240U Photo	Perfection 1640SU
Perfection 1640SU Photo	Perfection 1640SU Office
Perfection 1250	Perfection 1250 Photo
Perfection 1650	Perfection 1650 Photo
Perfection 2450 Photo	

This updated utility also features a new user interface and a Device Settings menu for manually selecting TWAIN and printer drivers. The Copy Utility program can be installed on Windows 95, 98, NT4 (Service Pack 4 or later), 2000 and Me. Copy Utility v.2.00A can be used with Smart Panel 1.01A, 1.02A, 1.03A and 2.00A.

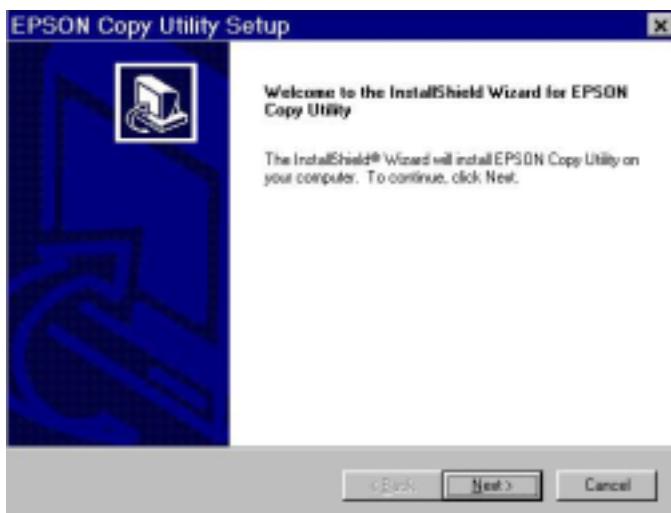
**\*Note:** Epson and other printer vendors continually release new models into the market. If your printer does not work with the new Copy utility, keep checking the Epson web site for the next revision. The Copy utility is updated on a regular basis.

The new Copy Utility can be downloaded from Epson's web site. Enter the URL listed below on your browser to access this web page. From the Support page, select your product. On the Downloads page double-click on the Copy Utility program and follow the on-screen instructions to complete the download. <http://support.epson.com/filelibrary.html>

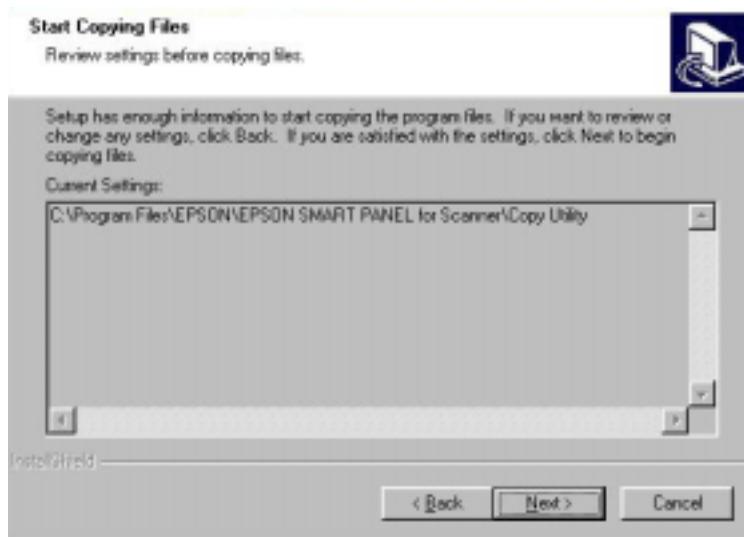
## Installation Instructions:

Use these steps to install Copy Utility.

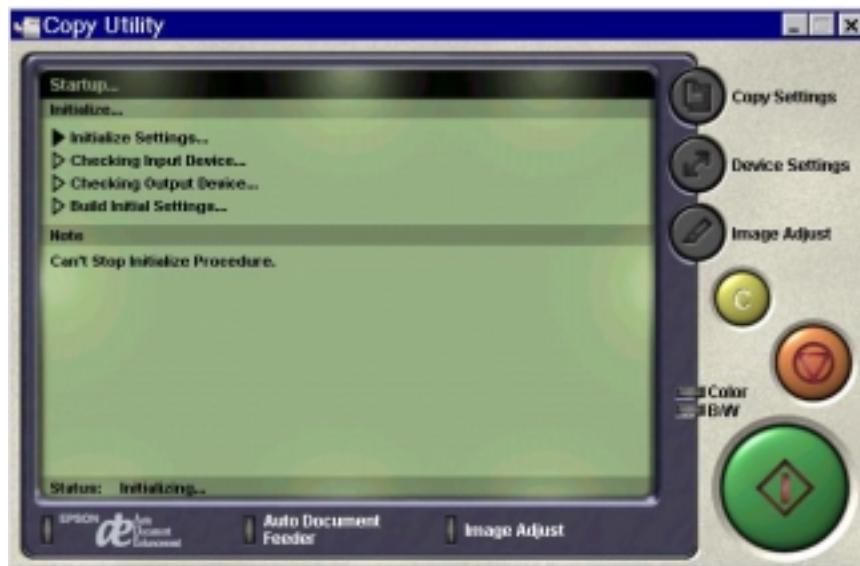
1. Close Smart Panel if it is running.
2. From the **Start** button click **Run** and then **Browse**.
3. Search for the folder that contains the downloaded Copy Utility file (By default this folder is called EPSON, unless you have manually specified the download folder location).
4. Double-click this file to extract the Setup files.
5. Double-click SETUP.EXE. The installation will start and the following screen will launch.



6. Click **Next**. The Confirm File Deletion dialog box appears. This is required before the new version of the Copy Utility is installed.
7. Click **OK** to start uninstalling the files. You'll see a Setup Status progress screen while the files are being removed.
8. When completed, the Maintenance Complete screen appears next. Click **Finish**.
9. If you have Smart Panel 1.01A or 1.02A installed on your computer system then you will need to rerun the SETUP.EXE to complete the installation and copy the updated Copy Utility files to your hard drive. Follow steps 1 through 5 to complete this process, and then go to step 10 to continue with the installation.
10. If you have Smart Panel 1.03A or 2.00A then the next screen will pop up automatically.



11. Click *Next*. You will see a Setup Status progress screen while the files are being copied to your hard drive.
12. When all files have been copied, the InstallShield Wizard Complete screen appears. Click *Finish*.
13. Launch Smart Panel and open Copy Utility. If you see the following Startup screen, then you have successfully installed the update.

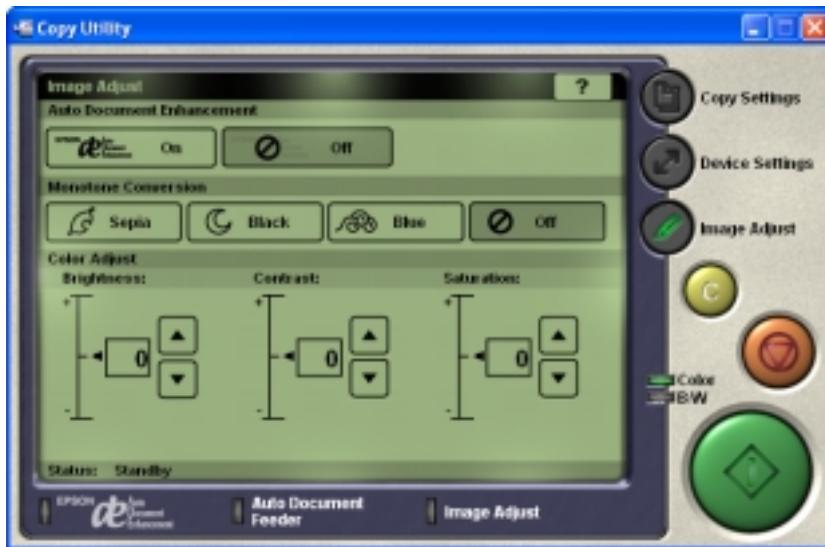


14. The last thing you should do before copying is to turn on the Auto Document Enhancement.

**Note:** After installing the Copy Utility 2.00A patch you may find that the Copy Utility produces copies with a Light gray/blue/pink background. This is because in the Copy Utility 2.00A the Automatic Document Enhancement feature is off by default. To turn it on, click on the Copy applet to open the Copy Utility. Select Epson TWAIN 5 at the following window and click "OK".

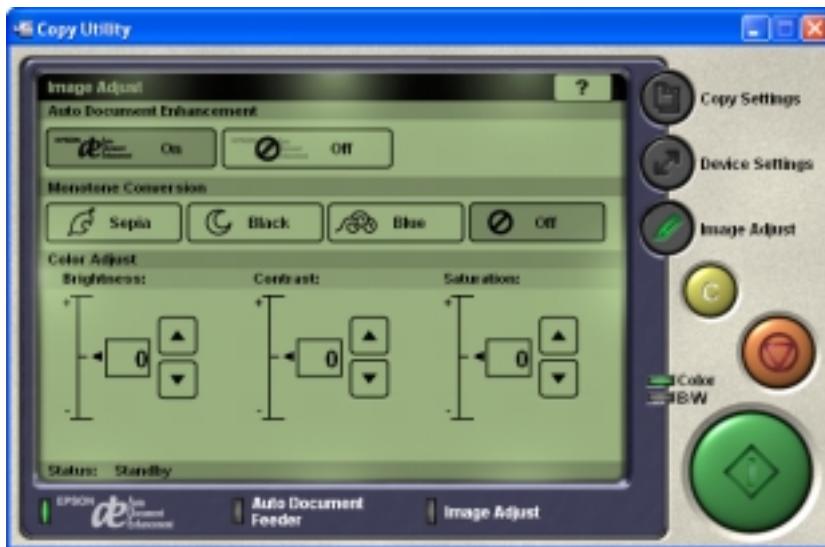


Click on the "Image Adjust" button - Auto Document Enhancement is off by default; notice "Off" is selected and dark gray.



Click on the Auto Document Enhancement button to turn this feature on, notice “On” is selected now and dark gray.

This will resolve the light gray/blue/pink background issue in Copy Utility 2.00A.



Now click on the large green Copy Button, your image will be scanned and printed. The copy of your document should look very close to the original with no background colors added.

**Note: The Copy Utility was designed to scan and print a copy of a Letter size (8.5" X 11") document. If Your document is not a full Letter size piece of paper, then the portion of the scanner's document mat that is showing will be included as part of your copy. Some bright white papers can cause a noticeable contrast between the document and the document mat. As a result the Copy Utility may recognize the exposed document mat as a having a light blue color. In this case you may still see a light blue background on your printout where the document mat was showing.**